

Troubleshoot Error "Couldn't Save the Microsoft 365 Calendar Config"

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Introduction

This document describes how to solve Hybrid Calendar deployment wizard error while testing an Office 365 account.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub.
- Microsoft 365 Tenant.

Components Used

The information in this document is based on these software and hardware versions:

- Control Hub build 20230808-be08fd6 (mfe).
- Office 365 E3 licensing.
- Google Chrome 115.0.5790.170 x64.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

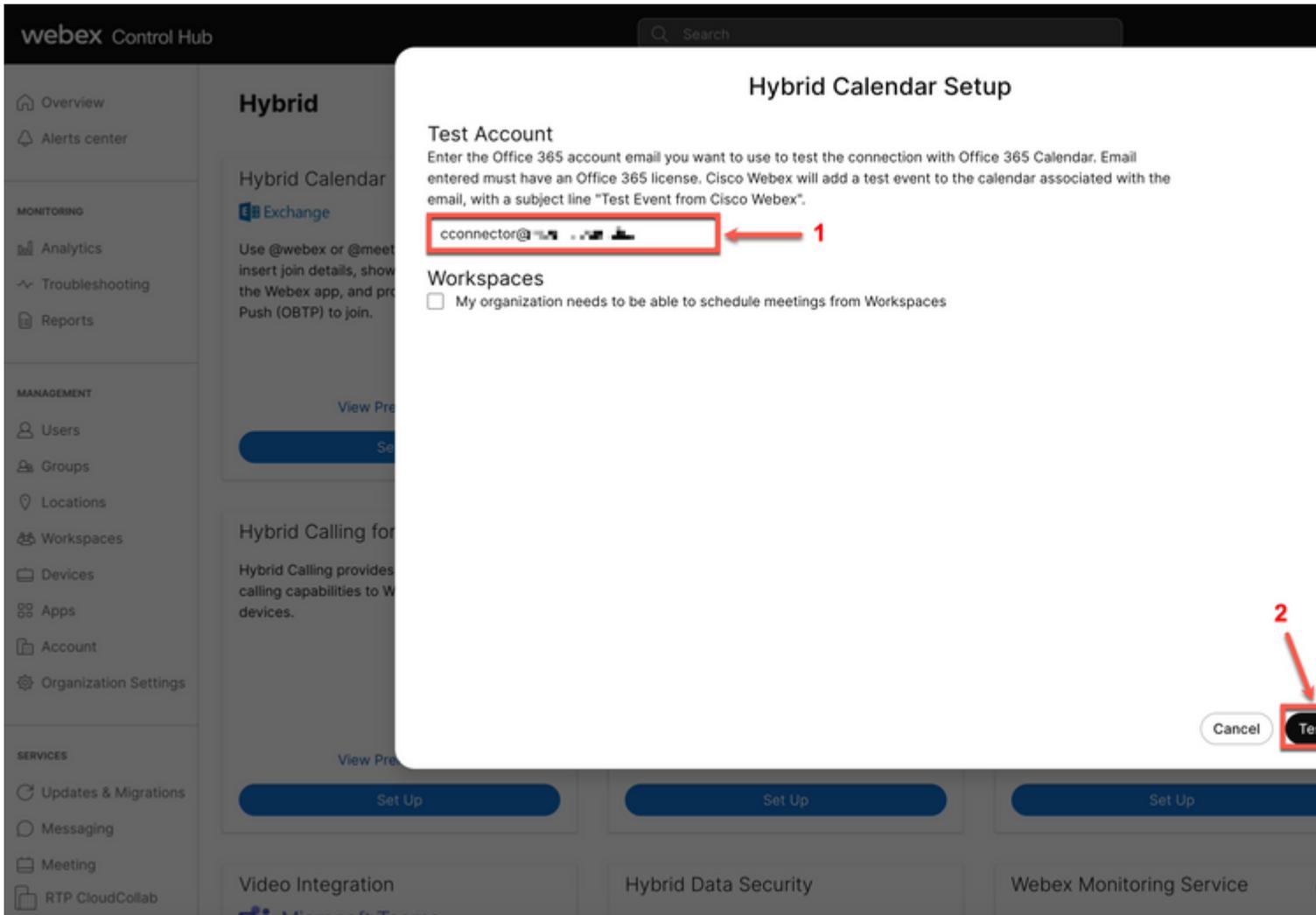
Background Information

During the Hybrid Calendar with Office 365 deployment wizard after authorize with the Microsoft 365 global admin account it is required to test the connection with Office 365 calendar.

Troubleshoot

Hybrid Calendar Setup - Test Account

The next error is present after adding an email address to test the connection.



Error

Couldn't save the Microsoft 365 Calendar config. TrackingID: ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_

Debug info:

Referrer: Control Hub notification toaster-links
Browser URL: https://admin.webex.com/hybrid-services?office365=success
Control Hub Build: 20230808-be08fd6
View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User ID: 09e7e177-3b96-47a9-bf96-9f607451d8a9
Logged-in User Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User Clock UTC: Thu, 10 Aug 2023 02:34:31 GMT
Customer Type: Enterprise

Status: 400
Status Text: OK
URL: https://https://calendar-cloud-connector-r.wbx2.com/api/v1/orgs/2fdb923e-1d23-4e1b-a30f-e9cd88845744
Tracking ID: ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_13
Error: {
 "errorCode": 6,
 "message": "Bad request",

```
"errors": [  
  {  
    "errorCode": 6,  
    "description": "Bad request"  
  }  
],  
"trackingId": "ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_13"  
}
```

Message: Couldn't save the Microsoft 365 Calendar config. TrackingID: ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_13

Microsoft 365 Admin Center

Navigate to the Microsoft 365 admin portal with an admin account. Navigate to **Users > Active users >** account used during test. Select the user and navigate to **Licenses and apps** tab.

Microsoft 365 admin center

Home > Active users

Active users

Recommended actions (2)

[Add a user](#)
[Multi-factor authentication](#)
[Refresh](#)
[Delete user](#)
[Reset password](#)
[Manage product license](#)

<input type="checkbox"/>	Display name ↑	Username	Licenses
<input checked="" type="checkbox"/>	Calendar Connector	cconnector@...com	Microsoft Power Automate
<input type="checkbox"/>	O365	o365@...com	Office 365 E3, Microsoft
<input type="checkbox"/>	RTP CloudCollab	admin@...com	Microsoft Power Automate
<input type="checkbox"/>	User 1	user1@...com	Unlicensed
<input type="checkbox"/>	User 2	user2@...com	Unlicensed
<input type="checkbox"/>	User 3	user3@...com	Unlicensed
<input type="checkbox"/>	User 4	user4@...com	Unlicensed
<input type="checkbox"/>	User 5	user5@...com	Unlicensed
<input type="checkbox"/>	User 6	User6@...com	Unlicensed
<input type="checkbox"/>	user7	user7@...com	Microsoft Power Automate
<input type="checkbox"/>	user8	user8@...com	Unlicensed

Microsoft 365

Conclusion

It is required to have a Microsoft 365 license assigned in order to test/activate users for Hybrid Calendar with Office 365 service.

Hybrid Calendar (Office) Prerequisites

Use this checklist alongside the Office 365 deployment documentation. Make sure you complete all the prerequisites before deploying Hybrid Calendar in your Office 365 organization.

[Open Documentation](#)

Steps

- An Office 365 organization with Exchange Online accounts for users in the organization. During setup, you must assign a Microsoft 365 license to the Global administrator to grant application permissions
- For @webex scheduling, a Cisco Webex Meetings site on WBS31 or later
- A Webex organization with a minimum of Webex and Business Messaging (M1)

: It is not required to have the test account in Control Hub but in order to use Hybrid Calendar service the account needs to be in both sides Control Hub and Microsoft 365.

Related Information

- [Deploy cloud-based Hybrid Calendar for Office 365](#)
- [Cisco Technical Support & Downloads](#)